


**City of Calexico
Community Development Department
Memorandum**

To: Honorable Mayor and Members of the City Council

Cc: Victor M. Carrillo, City Manager

From: Armando G. Villa, Assistant City Manager 
Director of Planning & Development

Date: September 1, 2010

RE: Supplement to Report Requesting for Authorization to replace and hire 3 Office Assistants

At the Special City Council meeting on August 31, 2010, it was the consensus of the Council to continue the above request pending submittal of additional information to support request. Council requested more detailed information dealing with: 1.) Justification to support hiring 3 Office Assistants; 2.) Job Descriptions, and 3.) Duties & Functions.

Realizing that the August 31st Staff Report only contained financial information; this memorandum will attempt to support the request for three (3) Office Assistants and provide the information outlined above. It should be noted that the office assistant positions would not be for only one area or dealing with the same tasks. These positions would be strategically placed to offer distinct support services for the 3 technical divisions as described below.

Since 2008, the Community Development Department which has 3 functional technical divisions (*please see attached Organizational Chart, Exhibit "1"*) has seen the voluntary departure of three (3) Full-Time (FT) Administrative Assistants (one per division), one (1) FT Permit Technician, (1) FT Building Inspector, (1) FT Senior Planner, and (1) FT Planning Manager. This equates to seven (7) Full-Time Equivalent (FTE) technical and administrative positions. Of those, four (4) FTE are office support personnel. Due to the budgetary issues that have been prevalent since the beginning of 2008, all City General Fund departments have not been allowed to fill vacant positions as part of the proposals to balance in FY 2008-2009, FY 2009-2010 and the recently adopted FY 2010-2011 Budget. On August 17, 2010, a department presentation was made to the City Council outlining the above vacancies. The attached Department Personnel (Exhibit "2") illustrates where the above vacancies exist.

Because these positions have been and continue to be essential to the ongoing provision of customer service and supportive administrative operations of the department, decisions have been made to supplant the above four (4) FTE office support positions with temporary employment agency personnel (On-Site Labor) on a part-time basis utilizing the Professional Services Contract budget. This strategy assisted us in accomplishing two objectives: 1.) Provide much needed human resources in each division to continue offering effective customer service to the public and support to technical city personnel, and 2.) realize a General Fund savings by not hiring FT personnel, at an interim basis at an approximate savings of \$136,125.00 per year. Please see below tabulation.

Comparison – City FT Employee vs. Temporary Employment Agency Employee

<u>City Personnel @ 40 hrs./wk</u>	<u>Average Salary + Benefits</u>	<u>4 FT positions</u>
Administrative Assistant	\$51,000.00	\$204,000.00
<u>On-Site Personnel @ 30 hrs./wk.</u>	<u>Average Salary</u>	<u>3 PT positions</u>
Office Assistant	\$22,624.00	\$67,875.00
	Savings	\$136,125.00

The August 31, 2010 Staff Report requesting the three (3) PT Office Assistant indicates that the request would not cause an additional burden on the General Fund because funds would be transferred internally to offset costs associated with the positions. Consequently, the Community Development Department budget would be the same as approved in FY 2010-2011.

Exhibit "3" offers a summary of daily tasks for each of the requested office assistants. As can be seen, all tasks deal with distinct support services for the three divisions. Occasionally, as service demands increase, office assistants are cross-trained to assist other department with their daily duties.

Exhibit "4" is a Human Resources Department Job Description for the Office Assistant. As can be seen, the Job Description is consistent with all jobs currently performed.

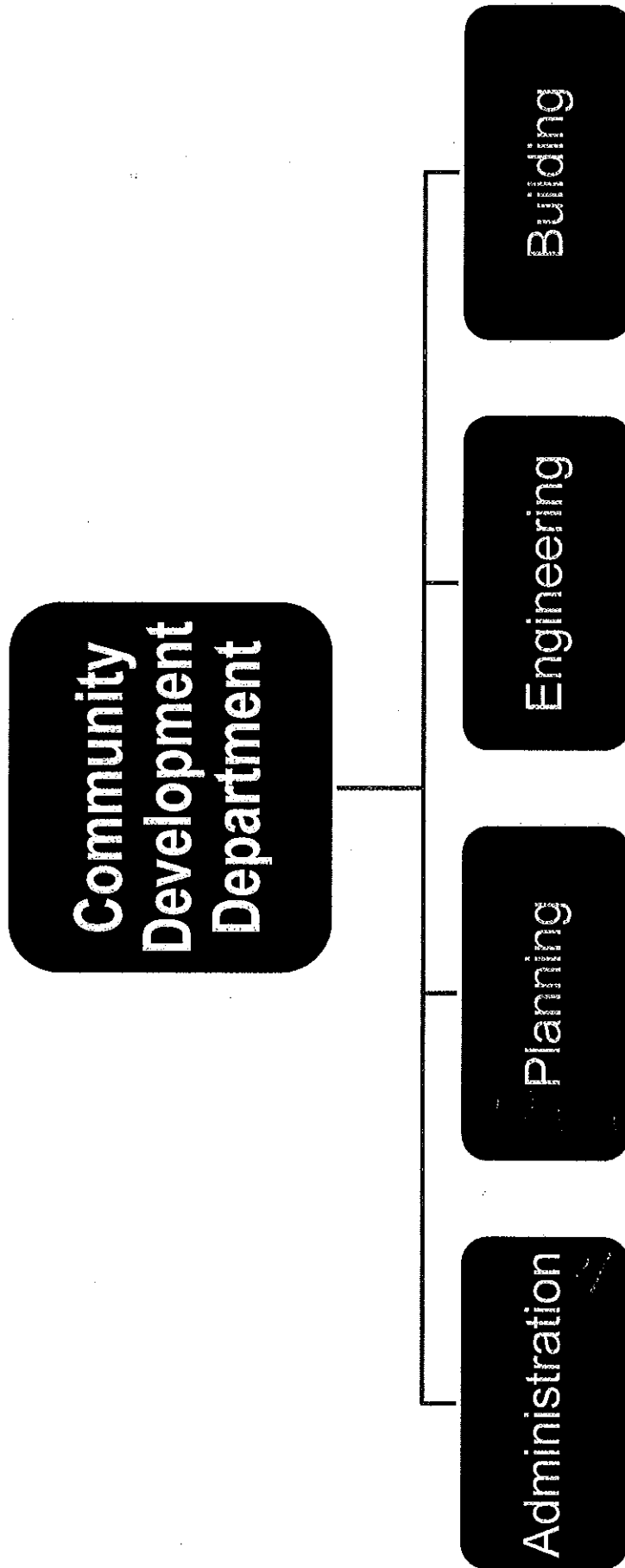
As the General Fund becomes healthier, either midyear or next fiscal year, it is the intent to request filling the above vacancies with FT employees. However, given the existing and proposed department revenue, staff can only justify bringing PT personnel at this time.

Thank you for your consideration.

Attachments:

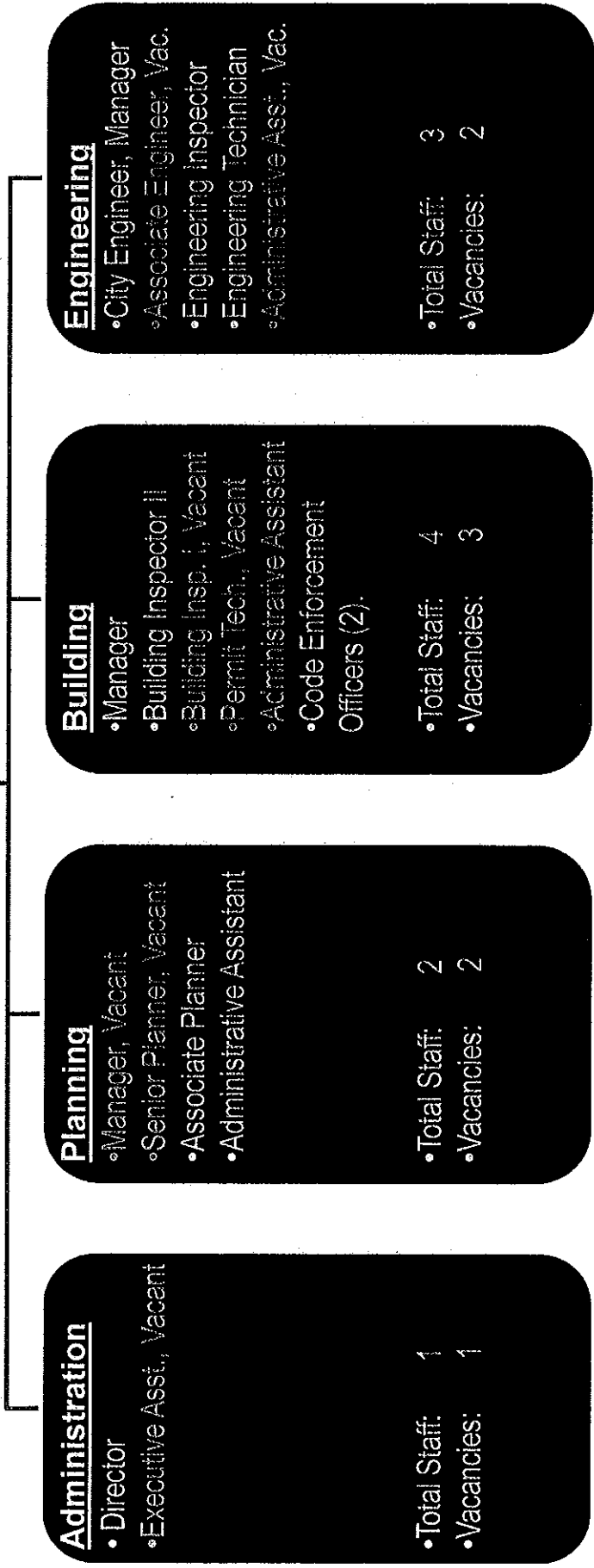
Exhibit "1"	Department Organizational Chart;
Exhibit "2"	Department Personnel Organization;
Exhibit "3"	Office Assistant Duties: Building, Receptionist, and Engineering;
Exhibit "4"	City of Calexico Job Description – Office Assistant.

ORGANIZATIONAL STRUCTURE



PERSONNEL

Community Development Department
Director



Total Staff: 10
Total Vacancies: 8

Office Assistant 1

BUILDING DIVISION/ BUILDING RECORDS

- EXPLAIN PERMIT PROCESS TO APPLICANT
- TAKE & REVIEW PERMIT APPLICATION FOR COMPLETENESS
- SCHEDULE BUILDING INSPECTION
- INPUT INSPECTION OUTCOME IN COMPUTER LOG
- TAKE CALLS & TRANSFER TO APPROPRIATE STAFF MEMBERS
- FILE PERMITS & CONDUCT RESEARCH AS REQUIRED
- PREPARE CORRESPONDANCE TO APPLICANT REGARDING PLAN CORRECTIONS
- CONTACT IID AND GAS COMPANY REQUESTING SERVICE CONNECTIONS
- PREPARE AND ISSUE BUILDING, ELECTRICAL, PLUMBING & MECHANICAL PERMITS
- PREPARE MONTHLY REPORTS TO THE STATE OFFICE
- PREPARE MONTHLY STAFF REPORTS
- ASSIST HOMEOWNERS, REALTORS, ETC, TO SEARCH BUILDING RECORDS ON SPECIFIC PROPERTIES

CODE ENFORCEMENT DIVISION

- TAKE INCOMING COMPLAINTS, PREPARE REPORT & FILE
- ROUTE COMPLAINTS
- ASSIST IN SETTING UP COMPLAINT FILES
- ASSIST IN DRAFTING CORRESPONDANCE TO PROPERTY OWNERS
- ASSIST CODE ENFORCEMENT OFFICER WITH RESEARCH OF INFORMATION
- COMPILE AND KEEP AN UPDATED LIST OF FILES & REPORTS

Office Assistant 2

RECEPTIONIST:

- ANSWER INCOMING CALLS TO THE GENERAL PUBLIC
- ROUTE CALLS TO STAFF &/ OR SPECIFIC DEPARTMENTS
- RECEIVE & ASSIST CITIZENS COMPLAINTS
- PREPARE REPORT OF CITIZEN COMPLAINTS
- PROVIDING CUSTOMER SERVICE & ANSWERS GENERAL QUESTIONS
- ASSIST WITH PREPARATION OF CORRESPONDANCE
- SCHEDULE APPOINTMENTS FOR DEPARTMENT DIRECTOR
- FILING
- ASSURE TO ALL PUBLIC INFORMATION (APPLICATIONS) ARE READILY AVAILABLE
- DO MAILING AND PICK-UP INCOMING MAILS
- ISSUE YARD SALE PERMITS
- ASSIST WITH ANY ISSUES REGARDING YARD SALES & EXPLAIN REGULATIONS
- ASSIST WITH PERMIT TECHNICIAN DUTIES WHEN REQUIRED
- KEEP TRACK OF YARD SALES BEING DONE IN EACH PROPERTY TO ASSURE THE ALLOWED USAGE WITH IN THE MUNICIPAL CODE REQUIREMENTS.

Office Assistant 3

ENGINEERING DIVISION

- Assist in the preparation of Reimbursement Requests for project expenditures funded by Grants from federal and state government per their guidelines (4 million estimated reimbursements for this fiscal year).
- Input employee timesheets, deposits, and payments using the Cost Recovery Software and generate monthly reports of expenses per project. This information is used to request reimbursements from federal grants for City's staff labor cost.
- Organize and keep records of Capital Improvement Program (CIP) Projects such as accounting statements, paid and pending invoices, receipts/deposits, agreements and back up information related to accounting statements for auditing purposes.
- Assist in the preparation of consultant agreements for professional services for the CIP and responsible to prepare requests for payments of all consultant invoices.
- Assist in the coordination and request for public advertising of "Request for Proposals" and "Invitation for Construction Bids" for CIP projects per federal requirements on newspapers of general circulation.
- Coordinate with Administration in the execution of agreements and resolutions after they are approved by City Council.
- Compile public records to answer "Request for Information" per City Clerk's and Attorney's instructions (some documents require permits before they may be duplicated).
- Under the supervision of the city engineer prepare estimates of Development Impact Fees for specific projects and maintain current and accurate records of payments.
- Generate reports from the MOM system and Cost Recovery Software regarding developer accounts, paid and pending invoices, expenses accounts, revenue accounts, and deposits.
- Coordinate with the Imperial County Recorder's Office for recording of Parcel Maps, Subdivision Agreements, street dedications, environmental documents, and agreements for Engineering Projects.
- Assist on the Construction Services Bid process preparing plan holders list, documenting addenda acknowledgments by plan holders timely, forwarding all received questions to the appropriate party, duplication of Bid Documents and Plans.
- Assist responding questions from the public for services provided by the Engineering Division. Answer phone calls and direct them to appropriate City's staff.
- Take and review encroachment permit applications for completeness and process payments
- Schedule inspections and meetings with City project inspector and engineering staff.
- Prepare all training authorizations and expenses reports and ensure approval is granted timely.

CITY OF CALEXICO

CLASS TITLE: OFFICE ASSISTANT**BASIC FUNCTION:**

Under the direction of an assigned supervisor, perform a variety of general clerical duties in support of an assigned department or program; answer phones and greet and assist the public.

REPRESENTATIVE DUTIES:**ESSENTIAL DUTIES:**

Perform a variety of general clerical duties in support of an assigned office including typing, filing, duplicating and distributing materials.

Serve as receptionist; answer telephone calls and direct calls to appropriate personnel; take and relay messages; schedule department or program appointments, events and activities as required.

Receive, greet and direct visitors; respond to inquiries and provide a variety of general information and assistance to the general public related to department or program operations.

Type letters, forms, memoranda, bulletins, reports, notices, flyers, billings, requisitions, requests or other materials; compose routine correspondence; proofread completed typing assignments.

Compile information and maintain assigned logs, files and records; prepare routine reports as directed; review, sort, process and verify the accuracy and completeness of various documents.

Receive, sort and distribute mail and supplies as assigned; prepare outgoing mail and materials for distribution.

Operate a variety of office equipment including a copier, fax machine, computer and assigned software.

Communicate with other departments, City staff and outside organizations to exchange information and resolve issues or concerns related to assigned activities.

Assist with monitoring inventory levels of office supplies; assist in ordering, receiving and maintaining inventory of office supplies as directed.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office practices, procedures and equipment.
Telephone techniques and etiquette.
Basic record-keeping and filing techniques.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Operation of a computer and assigned software.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Perform routine clerical duties such as filing, typing, duplicating and maintaining routine records.
Learn basic terminology, processes and operations of assigned office.
Answer telephones and greet the public courteously.
Type or input data at an acceptable rate of speed.
Operate a variety of standard office equipment including a computer and assigned software.
Understand and follow oral and written directions.
Establish and maintain cooperative and effective working relationships with others.
Communicate effectively both orally and in writing.
Complete work with many interruptions.
Receive, sort and distribute mail.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and sufficient training and experience to demonstrate the knowledge and abilities listed above.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information in person and on the telephone.
Sitting or standing for extended periods of time.
Seeing to read a variety of materials.
Bending at the waist, kneeling or crouching to file materials.
Reaching overhead, above the shoulders and horizontally.